



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

June 18, 2008

Michael Metzler, President and CEO
Greater Santa Ana Business Alliance
2020 North Broadway, 2nd Floor
Santa Ana, CA 92702

Dear Mr. Metzler:

RE: FINAL MONITORING VISIT REPORT for Greater Santa Ana Business Alliance – ET07-0193

Date of the Visit:	5/07/08
Beginning/Ending Time of Visit:	8:30 am – 10:30 am
Date of Last Visit:	12/07/07
Visit Location:	Santa Ana
Persons in attendance:	Martin Peterson, VP Operations & Finance, Greater Santa Ana Business Alliance; A.K. Thakore, President, Saisoft, Inc.; and Krista Campion, Contract Analyst, Employment Training Panel
Action Required:	NO

CONTRACT INFORMATION

Term of Agreement:	11/06/06 – 11/05/08	Agreement Amount:	\$1,304,980
Training Start Date:	11/07/06	No. to Retain:	590
Date Training must be Completed:	8/05/08	Range of Hours:	24 – 200
Type of Trainee:	Retrainee (MEC)	Weighted Ave. Hours:	114 – 150

*ACTION ITEMS REMAINING
FROM THE PRIOR VISIT:*

None

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ETP (04/15/05)

FINAL REPORT SUMMARY

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 11/22/06. Training commenced on this project on 11/07/06 and Mr. Thakore confirmed that the last day of ETP training will be 6/06/08, which allows for the 90-day retention period to be completed within the term ending date of the Agreement of 11/05/08.

ETP approved two Modifications and one Amendment to the Agreement during the term of this project. Modification No. 1, executed on 5/03/07, added additional training topics to the curriculum. Amendment No. 2 added a Phase II of training with the addition of two additional Job Numbers and was approved by the Panel on 12/14/07. Modification No. 3 redistributed the number of trainees between Job Numbers 3 and 4. Additionally, ETP received a notification from the Contractor on 5/06/08, that Santa Ana Chamber of Commerce had changed its name to Greater Santa Ana Business Alliance (GSABA).

- **INTERVIEW WITH MARTY PETERSON, VICE PRESIDENT, OF GREATER SANTA ANA BUSINESS ALLIANCE; and A.K. THAKORE, PRESIDENT OF SAISOFT (TRAINING VENDOR)**

This Multiple Employer Contract (MEC) training project was designed to provide retraining for approximately 590 retrainees in Computer Skills – Advanced Technology for a variety of industries. The participating employers in this Agreement were located statewide because the majority of this training was provided on-line via virtual classroom.

Mr. Peterson and Mr. Thakore reported that this training project benefited the participating employers by providing IT staff the necessary skills needed to program, manage and administer Oracle, SQL Server, MySQL, Linux, Windows Server, Apache Web Server Administration, .NET Programming, PHP Programming, VMWare Infrastructure, Citrix, and Cisco. Participating employers came primarily from manufacturing industries, computer software developers and IT services companies. Mr. Peterson reported that this training helped businesses keep up with technology and run more efficiently, and helped GSABA fulfill its mission to assist companies in achieving success. Mr. Thakore reported that the AT training helped employers keep their workforces current on technology that is rapidly changing and provided opportunities for workers to receive specific IT training that is critical to the employers' success.

GSABA projects to earn 100% of the Agreement amount when the final Agreement closeout invoice is submitted to ETP (see discussion below for the details on projected earnings).

PROJECT STATUS PROVIDED BY THE CONTRACTOR

Trainees Started Training:	740
Enrolled:	740
Dropped Following Enrollment:	21
Completed All Training:	723
Completed Retention:	472

PROJECTED EARNINGS / NUMBER TO RETAIN

Currently, 723 retrainees have completed training of whom 459 have been retained. Mr. Thakore projects to complete the 90-day retention period for all 740 retrainees who have commenced training. The following are the performance statistics shown in the ETP class/lab tracking system to date:

Job Number	Number Of Retrainees In Tracking System	Number Who Completed Minimum Hours	Number Who Completed Maximum Hours	Range of Training Hours Completed	Average Number of Training Hours Completed
Job 1	260	260	15	24 – 200	73
Job 2	153	153	7	24 – 200	81
Job 3 (Phase II)	228	228	1	24 – 200	49
Job 4 (Phase II)	82	82	0	24 – 124	50

To date, the ETP class/lab tracking system shows that a total of 723 retrainees have completed the minimum number of hours to qualify for reimbursement. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (24) and no more than the maximum (200) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 723 retrainees referenced above have completed from 24 to 200 hours of Advanced Technology training for an approximate total of 46,820 hours of training. This equates to a potential reimbursement, to date, of \$1,327,821, assuming that all Agreement performance requirements are met. **However, please be advised that, although GSABA has exceeded the number to enroll and exceeded the maximum funding allowed per Job number, the maximum amount of ETP funds available to GSABA under Phase I is \$823,780 and for Phase II is \$481,200 for a total of \$1,304,980.**

CLOSEOUT INVOICE

Ms. Campion advised Mr. Thakore that the closeout invoice should be submitted to the ETP Fiscal Unit in Sacramento no later than 30 days after the end term date of the Agreement or 12/05/08. Mr. Thakore projects that the final, closeout invoice will be submitted to ETP by 10/06/08.

ATTENDANCE ROSTERS

The Analysts randomly chose eight retrainees' attendance records to review who are all enrolled in this project. The review sample consisted of virtual classroom attendance documents (electronic records) that were printed from the LMS system and encompassed training classes for the period 1/30/08 – 4/21/08 in Advanced Technology.

Ms. Campion compared the information in the ETP class/lab tracking system with the electronic virtual classroom attendance documents to ensure that all ETP required information was present as specified in Title 22, California Code of Regulations (CCR), Section 4442.2. The Analyst found that the records reviewed were in accordance with CCR 4442.2 and were consistent with information in the class/lab tracking system.

TRAINER TO TRAINEE RATIO: The trainer to trainee ratio specified in the Agreement for AT training is 1 to 10. A review of the aforementioned selected sample revealed that class sessions ranged from 8 trainees to 20 trainees per class. Mr. Thakore provided class summary documents printed from the LMS that reflect the names of each instructor for each virtual classroom training class. According to the LMS system and confirmed by Mr. Thakore, each class has three instructors.

AUDIT

You are advised that Greater Santa Ana Business Alliance will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

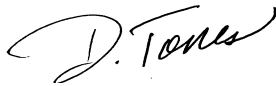
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at kcampion@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office



Krista Campion, Contract Analyst
San Diego Regional Office

cc: Martin Peterson, VP, Operations & Finance
A.K. Thakore, President, Saisoft, Inc.
Master File, Project File